# State Of Montana

# Montana Arts Council

# IT Strategic Plan

## *FOR FY2010 - FY2015 IT PLAN UPDATE*

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

Warren Dupuis
CIO Support Officer
Telephone: 406-444-0415
E-mail: wdupuis@mt.gov
Website: *http:/www.mt.gov/itsd/stratplan/statewideplan.asp*


INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO

Warren Dupuis, CIO Support Officer


January 7, 2010

# TABLE OF CONTENTS

This page intentionally blank.

# EXECUTIVE SUMMARY

The Montana Arts Council champions the fact that the arts are of benefit to all the citizens of Montana and are worthy of state and federal investment.  The agency produces public value in all its programs based on the 3 R's—

- Creating greater Relevance and meaning,

- Building Relationships and

- Establishing Return on Investment.

As you will see from reading this plan, this is always our focus.  In the area of arts-driven economic development, our primary IT initiative for the upcoming biennium, the outcome of the 3 R's is as follows:

- Relevance:  Creative entrepreneurs will be working at their full potential to offer solutions to Montana's out-migration, scarce full-time and adequately paid employment and community viability.

- Relationships:  the Governor, legislative leaders, political parties and government and business leadership champion budgetary and program support for the creative industry through the Montana Arts Council's services.

- Return on Investment:  Creative entrepreneurs working at their potential bring to the state of Montana

  o Out-of-state dollars in sales and income

  o Jobs and tax revenues in every county

  o Home-town business opportunities that strengthen a community's vitality

  o Authenticity by presenting Montana's uniqueness to compete in the global economy,

And they promote creative opportunities for all Montanans through innovative programs and services.

In the past few years we have worked very hard to improve IT functionality.  We are now using ITSD's resources for a server (no on-site server) making it more secure, better backed up, better supported and more modernized.  We have also worked very hard to train our small staff of eight in proper protocols for documentation, security, disaster recovery, data backup, virus updating and other basic IT functions.

We are working with ITSD to develop a new database.  Delays due to workload have been a challenge but we hope to have a final product soon.

The scope of the database includes (but is not limited too):  grants management, list production, tracking individuals and organizations based on a wide range of criteria, basic contact information, and final reporting to various entities.

After extensive research, we have contracted with a Bozeman-based company, Foundant to solve our e-grant application needs.  Documentation of this process can be seen in the attached statement of work.  This is our major accomplishment for FY10.  We are now focused on training and development of forms and processes for the rest of FY10 and FY11-12.  This is a major undertaking for our tiny staff.

# SECTION 1: AGENCY CONTACT INFORMATION

*Agency Name:   MONTANA ARTS COUNCIL*

### Role: Plan Owner

| | |
|---|---|
| Name: | Carleen Layne |
| Telephone Number: | 444-6430 |
| EMail Address: | clayne@mt.gov |

### Role: IT Contact

| | |
|---|---|
| Name: | Kristin Han Burgoyne |
| Telephone Number: | 444-6449 |
| EMail Address: | khan@mt.gov |

### Role: IT Contact (Alternate)

| | |
|---|---|
| Name: | Beck McLaughlin |
| Telephone Number: | 444-6522 |
| EMail Address: | bemclaughlin@mt.gov |

# SECTION 2: AGENCY IT MISSION

## 2.1 Agency IT Mission Statement

To use the most efficient, practical, simple and cost-effective methods available to provide services and support for our constituency and staff.

# SECTION 3: AGENCY SECURITY PROGRAM

## 3.1 Security Program

Security is maintained through careful and close work with our agency ITSD LAN administrator. Administrative privileges are limited to our ITSD LAN administrator in our system and end users can not install most types of software without permission.  Staff is frequently updated on spam reporting protocols & awareness training regarding spam, viruses and other computer threats.  We follow current protocol for telecommuters using state-owned machines and we have a solid security updating plan in place for agency laptops and home-based, personally-owned machines used for agency worked.

# SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

- Goals and objectives represent brief descriptions of what your agency plans to accomplish.

- This is <u>not</u> where you list your IT initiatives.  You will do that in section 5.

- IT Initiatives represent special projects that you propose to support one or more of your goals or objectives.

## 4.1 Goals

Please refer to the following documents on our website for goals and objectives and accomplishments.  http://www.art.mt.gov/about/about.asp

Montana Arts Council's Operational Blueprint for 2008-2013 is available at this link in a PDF document.

Montana Arts Council's FY 2010 Annual Work Plan is available at this link in a PDF document.

Blueprint Accomplishments FY 2009 are available at this link in a PDF document.

Montana Arts Council's Goals and Objectives 2008-2013 for 2009 Legislative Session is available at this link.

## 4.1 Goals

### *Goal Number 1: Maintain adequate IT services to support our strategic plan goals and mission.*

**ITG 1**          Basic IT Support and Maintenance

Description:  Contract with ITSD to maintain services (updates, software, hardware, server, backup, security, financial systems, payroll, database and other associated IT services).

Benefits: What benefits are realized and who realizes the benefits? Use of basic technology to support the daily operations of the agency.  Beneficiaries include staff and public constituency.  Benefits are streamlined and cost effective IT services for the agency.

Which state strategic goal(s) and/or objective(s) does your goal address?  Goals 1, 2 & 4

#### **Supporting Objective/Action**

**ITO 1-1**          Basic Services & Support.

This is an ongoing objective (with no completion date) but success in the area would include increased productivity, decreased stress, better public services, easier to use public services and lowered costs.

Risks are lack of funding and the usual funding problems of a very small state agency.  These funding problems are not understood by authorizing officials and include a very small percentage of one employee's FTE being dedicated to IT and a lack of other available staff to meet the ever increasing demands of state government as IT challenges increase.  The agency must also meet budget requirements while attempting to keep up with ever-evolving technologies with ever increasing price tags.

### *Goal Number 2:  Online Workflow Management for Programs*

**ITG 1**          Foundant

Description:  Contract with Foundant Technologies to provide online workflow management for programs.

Benefits: What benefits are realized and who realizes the benefits? Constituency & staff will have ease of online grant management (application, award, contracts & reporting) and reduced costs (printing, production of supplemental materials, mailing, convening panels).

Which state strategic goal(s) and/or objective(s) does your goal address?  Goal 2

### **Supporting Objective/Action**

**ITO 1-1**

Old school, hard copy program management of applications, awards, contracts & reporting.

Successful implementation of this objective will allow online workflow management of programs.

The risks are staff overload in training, design and implementation.  The challenges include assisting the constituency(and the staff and reviewers)  in making the switch from paper to online.

The contract (and associated SOW) are in place as of January 2010.  The training and implementation will occur over FY10-11-12 to get all programs included.  New programs will be included as they happen and existing programs will be adjusted as needed.

Critical factors are outlines in the SOW but success will be determined when programs are completely online for workflow and easily managed by staff and constituency.

We are more than happy to share our experiences, documentation and demo site with any other interested state agencies.  So far we are very happy with our decision.

# SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

## 5.1 IT Initiatives

*Initiative 1 - Title:* At this time the Montana Arts Council has no new IT Initiatives.  We will update this section if that changes.

*Description:*

*EPP Number (if applicable):* n/a

*Initiative 2 - Title:* On site Database

*Description:* On site Database

*EPP Number (if applicable):* n/a

# SECTION 6: ENTERPRISE ALIGNMENT

## 6.1  State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

☑ Government Services

☐ Public Safety

☐ Human Resources

☐ Environmental

☑ Education

☑ Economic

☑ Cultural Affairs

☐ Finance

# SECTION 7: EXPENDITURES

## 7.1 Planned Agency IT Expenditures

| Expense Category | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 |
|---|---|---|---|---|---|---|
| Personal Services | **68,335** | 68,335 | | | | |
| Operating Expenses | **39,855** | 39,855 | | | | |
| Initiatives | | | | | | |
| Other expenditures | **5,539** | 5,539 | | | | |
| **Totals** | 113,759 | 113,759 | 0 | 0 | 0 | 0 |

These are budgeted amounts for FY 2010 and 2011.  We expect no increases except for those instituted by ITSD, the Budget Office or the Legislature.  Contact Carleen Layne 6489 with any questions.

## SECTION 8: ENTERPRISE IT INVENTORY

### 8.1 Inventory Update

*Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? __Will be complete by June 15, 2010_____*

*Date that Agency last updated their IT Inventory: __ _____*

## SECTION 9: ADDITIONAL INFORMATION - OPTIONAL

See attached SOW.

# Statement of Work



# For

**FOUNDANT WORKFLOW MANAGEMENT SOFTWARE**

Between:　　　　*Montana Arts Council*

　and:　　　　　*Foundant Technologies*

Prepared by:　　Kristin Han Burgoyne

Effective Date: February 1, 2010

Under Contract #:　FY2010-1

Under Contract Name: **FOUNDANT WORKFLOW
MANAGEMENT SOFTWARE**

_____

TABLE OF CONTENTS

**Statement of Work**

# 1.0 INTRODUCTION

## 1.1 PROJECT TITLE

This work is being performed under the **FOUNDANT WORKFLOW MANAGEMENT SOFTWARE contract** for workflow management.

This Statement of Work (SOW) is made and entered by and between Montana Arts Council and Foundant Technologies. This SOW incorporates by reference the terms and conditions of Contract Number FY2010-1 in effect between the State and Foundant Technologies. In case of any conflict between this SOW and the Contract, the Contract shall prevail. The Agency and Contractor agree as follows:

## 1.3 OBJECTIVES

To provide a reliable web-based system for grant application, contracts, reporting and grant management.

## 1.4 REFERENCE TO OTHER APPLICABLE DOCUMENTS

- *Foundant Price Quote 2-10-10*
- *Foundant Hosting License v3*
- *Foundant Software License v4*
- *Contract FY2010-1*

# 2.0 STAFFING ROLES AND RESPONSIBILITIES

## 2.1 STAFFING

### PROJECT MANAGER – CONTRACTOR

The Contractor's Project Manager is:

Name:  Daren Nordhagen
Address:  PO Box 11888
City:  Bozeman
State & Zip:  MT, 59719
Phone:  406-585-1221 x111
Cell:  406-570-7897
Fax:  866-890-7790
Email:  daren.nordhagen@foundant.com

# PROJECT MANAGER – AGENCY

The Agency's Project Manager is:

Name: Kristin Han Burgoyne
Address: PO Box 202201
City:  Helena
State & Zip:  Montana, 59620
Phone: 406-444-6449
Cell:
Fax: 406-444-6548
Email: khan@mt.gov

## 2.2 ROLES AND RESPONSIBILITIES MATRIX

# CONTRACTOR STAFF, ROLES AND RESPONSIBILITIES

- Daren Nordhagen, Account Manager:  Responsible for contract administration and overall client relationship.
- Grant Elliott & Raymond Burket, Client Services:  Responsible for planning, training and ongoing technical support.
- Nick Combs & Andrew Kirk, Client Services:  Responsible for migration of historical data into Foundant Grant Lifecycle Manager software.

# AGENCY STAFF, ROLES AND RESPONSIBILITIES

- Arlynn Fishbaugh, Executive Director:  All final decision-making authority, including approval of changes, reporting, documentation & deliverables.
- Carleen Layne, Accountant:  All final decision-making authority, including approval of changes, reporting, documentation & deliverables.

- Kristin Han Burgoyne, Grants & Database Director:  Responsible for preparation of historical data for migration, downloading and uploading of data in a timely manner, day-to-day maintenance, professional development for applicants, design & creation of forms & reports.
- Staff to be trained (initial intense training and on-going maintenance):  Kristin Han Burgoyne (primary), Carleen Layne (primary), Cassie Scheuer & Christy Stiles (secondary-will observe training as needed.)

# 3.0  KEY ASSUMPTIONS

Foundant Technologies and MAC will work together to deploy Foundant's Grant Lifecycle Manager software as a workflow management tool for grant programs at MAC.  Foundant will provide software, training and technical support while MAC will provide domain knowledge and resources for ongoing use of the solution.  The end solution should result in a more streamlined workflow for system users:  MAC staff, applicants/grantees and various review committees.

# 4.0  RISKS

Foundant's Grant Lifecycle Manager software is focused largely around managing the workflow of grant programs and is not designed to be a financial and/or contact management database.  MAC is meeting their financial and/or contact management needs through other systems and will interface with Foundant's software by exporting data from Grant Lifecycle Manager.

# 5.0  SCOPE OF WORK/DELIVERABLES

**Training**
Foundant's Advanced Implementation service offering provides up to 20 hours of cumulative training for up to two Administrator users and is required for any client purchasing the Grant Lifecycle Manager (GLM) Unlimited Process license.  Training will primarily be performed via phone and online meetings but Montana Arts Council (MAC) and Foundant may perform some training on-site if mutually preferential.

**Technical Support**
Technical support is included in the software license subscription fee with phone support available 8:00 AM to 6:00 PM Mountain Time, Monday-Friday.  An online, context-sensitive knowledgebase is available to software license subscribers 24x7x365.  Additional technical support will be provided as requested by MAC subject to deadlines for various programs and reporting.

**Migration of historical data to Grant Lifecycle Manager**
Foundant will facilitate the migration of historical data from the existing MAC database to Grant Lifecycle Manager through the Foundant Standard Data Migration Template spreadsheet.  Population of the Template will be performed by MAC staff.  The data migration is limited in scope to the core contact and grant information that is currently available in MAC's database, with the intent that MAC will be able to access historical grant records through the Grant Lifecycle Manager following the migration.  MAC understands that not all data currently available in the custom MAC database may be migrated.

**Security**

Foundant's production servers utilize a Secure Site Pro 128-bit SSL certificate by VeriSign. VeriSign is the leading Secure Sockets Layer (SSL) Certificate Authority enabling secure e-commerce, communications, and interactions for Web sites, intranets, and extranets. This is the same level of encryption used by banks and major financial institutions. Our database, application and files are backed up on a daily basis and retained for at least 30 days. In addition, a second copy of the backups is maintained offsite. All data backups are encrypted. Based on past performance, Foundant's system has been up 99.8% of the time. Foundant will make all reasonable attempts to keep the system up and will notify Montana Arts Council if there will be a significant downtime and keep MAC informed regarding progress to fix any downtime issues. Foundant will provide a schedule of system maintenance via email to the program contact.

**Data Export from Grant Lifecycle Manager to other MAC databases**
Grant Lifecycle Manager's standard Data Export functionality allows most system data to be exported to industry-standard comma-separated value (csv) format. Should MAC require the development of custom data export not currently available in GLM, MAC and Foundant agree to perform project scoping and feasibility analysis. Upon mutual agreement of project scope, Foundant will perform the work at a rate of $100 per hour. MAC is responsible for the import of data into the MAC database upon extraction from GLM.

**Software Updates and License Terms**
Standard license term for software modules is a two-year subscription. Updates to software modules during the subscription term are included in the subscription cost for each module. Software license terms are defined via documents titled *Foundant Technologies Standard Terms and Conditions -- Software License and Services Agreement* and *Foundant Technologies Appendix to Software License and Services Agreement -- Hosting Service Level Appendix.*

## 5.1 INCLUSIONS

Project activities will generally be performed remotely via online meeting software such as GoToMeeting and teleconference. Should Foundant decide that in-person training is appropriate and cost effective for certain portions of the project, Foundant may choose to deliver some portions of the project on-site. The following list describes the typical steps taken to deploy Foundant's software for the initial grant program for which the software will be utilized. Steps in this list may be modified based on variables such as client timeline, technical skillset of client staff and other factors.

1. Deployment Planning Session -- define requirements and understand needs, goals and objectives

2. Provide and Style Two Sites – each Foundant client receives a demo site for training/testing and a Production site for live data

3. Send Service E-mail with Credentials and Support System Links – clients have exclusive access to the Foundant online knowledgebase and support system

4. Initial Form Building Call – training on how to build forms within the system

5. Final Form Building Call – review homework questions and configure Process workflow

6. Trial Run – test system with role playing as Administrator, Evaluator and Applicant

7. Finalize 1st Grant Cycles – implement changes based on feedback from Trial Run

8. Production Site Final Forms and Processes – move latest versions of forms from Demo site to Production site

9. Final Review of Production and Go Live – final Process configuration and site launch

10. Review and Set Evaluators – make sure Administrator is comfortable with workflow of receiving applications, assigning to reviewers, etc.

11. Board Meeting and Decision – train Evaluators

12. Report Coding and Grant Reporting – capture funding decisions for reporting, assign grant report forms & due dates, etc.

13. Review First Grant Cycle - refine forms and processes as needed, implement improvements and modifications based on feedback from initial use

## 5.2 EXCLUSIONS

Following deployment of an initial grant program, MAC is expected to hold primary responsibility for deploying Foundant's software to meet the needs of subsequent grant programs. Foundant will provide technical support for ongoing use of the software.

## 5.4 MILESTONES

Foundant Technologies will create an instance of the software for MAC within 24 hours of receipt of an executed agreement between Foundant and MAC. MAC has a stated goal to launch an online application form for the Cultural Trust Grants by March 15, 2010 and every attempt will be made to achieve this goal depending on variables such as MAC staff availability for training and execution date of an agreement between Foundant and MAC. Future grant program launch dates will be defined on a case by case basis.

# 6.0 WORK APPROACH

Foundant trains customers on an iterative basis throughout the deployment of an initial grant program. Training typically consists of a one hour phone call to cover a specific portion of product functionality followed by an assignment of homework to the client. Foundant will work with MAC through each stage of software use during the initial grant program for which the software is deployed.

# 7.0 COMPLETION CRITERIA AND FINAL ACCEPTANCE CRITERIA

## 7.1 COMPLETION CRITERIA

Foundant's iterative deployment methodology results in mutual acceptance of deliverables prior to moving to the next stage of deployment.

# 8.0 SCHEDULE

MAC has determined the first program (Cultural Trust) needs to be ready for applicant data by March 15, 2010. Training, testing and design will begin February 16, 2010 to accomplish this goal. Reaching these milestones is critical for MAC to meet Strategic Plan goals.

# 9.0 PROJECT MANAGEMENT (IF APPLICABLE)

n/a

# 10.0 STATE POLICIES STANDARDS AND COMPUTING ENVIRONMENT

State Policies, Standards and Computing Environment can be found on the state Web site at:
Environment - http://itsd.mt.gov/techmt/compenviron.mcpx
Policies - http://itsd.mt.gov/policy/default.mcpx
Supported Software- http://itsd.mt.gov/policy/software/default.mcpx

## 11.0  TIMELINE AND PERIOD OF PERFORMANCE

The period of performance for this project will start on February 1, 2010 and the work tasks are estimated to continue until a new contract is negotiated (generally 10 years for State projects).  The State has the right to extend or terminate this SOW at its sole discretion.

## 12.0  COMPENSATION AND PAYMENT SCHEDULE

$8,000 N30 upon execution of the agreement.  (The first 3 items on the quote)

$3,000 N30 August 1, 2010. (The unlimited programs piece after assessment of workability for applicants.)

$2,500 N30 Upon completion of history data migration or October 1, 2010 deadline.

## 13.0  MISCELLANEOUS

n/a

## 14.0  APPENDICES

- *Foundant Price Quote 2-10-10*
- *Foundant Hosting License v3*
- *Foundant Software License v4*
- *Contract FY2010-1*

## EXECUTION/SIGNATURE BLOCK

In Witness Whereof, the parties hereto, having read this SOW  *Foundant Workflow Management Software* to Contract Number *FY2010-1* in its entirety, do agree thereto in each and every particular.

Approved                                                    Approved

Montana Arts Council                                 Foundant Technologies

_____          _____
Signature                                                    Signature

_____          _____
Arlynn Fishbaugh                                       Daren Nordhagen

Title: Executive Director                                    Title:  President

Date:                                                        Date:

The contractor is notified that pursuant to 2-17-514, MCA, the Department of Administration retains the right to cancel or modify any contract, project or activity that is not in compliance with the Agency's Plan for Information Technology, the State Strategic Plan for Information Technology, or any statewide IT policy or standard.

Reviewed and Approved by:
Information Technology Services Division
Montana Department of Administration,
per MCA 2-17-512:

_____          Date:   _____

CIO (or Agency Designee for Delegated IT Authority)